

SUMMARY ANALYSIS OF AMENDED BILL

Author: Davis Analyst: Deborah Barrett Bill Number: AB 865
 Related Bills: See Prior Analysis Telephone: 845-4301 Amended Date: January 17, 2008 & January 22, 2008
 Attorney: Patrick Kusiak Sponsor: _____

SUBJECT: State Agencies Establish Procedure For Live Customer Service Agents To Answer Telephone Calls On Public Lines During Regular Business Hours

_____ DEPARTMENT AMENDMENTS ACCEPTED. Amendments reflect suggestions of previous analysis of bill as introduced/amended _____.

_____ AMENDMENTS IMPACT REVENUE. A new revenue estimate is provided.

_____ AMENDMENTS DID NOT RESOLVE THE DEPARTMENTS CONCERNS stated in the previous analysis of bill as introduced/amended _____.

_____ FURTHER AMENDMENTS NECESSARY.

_____ DEPARTMENT POSITION CHANGED TO _____.

REMAINDER OF PREVIOUS ANALYSIS OF BILL AS AMENDED April 23, 2007,

X STILL APPLIES.

_____ OTHER – See comments below.

SUMMARY

This bill would require a state agency that uses automated telephone answering equipment to have, for all incoming calls on its main public line, an option for the caller to reach a live customer service agent during business hours.

SUMMARY OF AMENDMENTS

The January 17, 2008, amendments would clarify that calls on any "main public line" are subject to the provisions of this bill and would provide a definition for "headquarters".

The January 22, 2008, amendments would clarify that the provision only applies to "the" main public line, would provide a definition for "main public line," and would remove the express exception of this bill's applicability to field offices. The January 22, 2008, amendments resolved the "Implementation Concerns" identified in the department's analysis of the bill as amended April 23, 2007. The "Implementation Concerns" and "This Bill" discussions have been revised. The remainder of the department's analysis of the bill as amended April 23, 2007, still applies.

Board Position:

_____ S	_____ NA	_____ NP
_____ SA	_____ O	_____ NAR
_____ N	_____ OUA	<u>X</u> PENDING

Legislative Director

Date

Brian Putler

2/14/08

POSITION

Pending.

THIS BILL

This bill would require each state agency to establish procedures to provide a live customer service agent to answer incoming calls within ten rings on the main public line or if the agency uses automated telephone answering equipment, to provide a prompt that will allow the caller to reach a live customer service agent during business hours and staff accordingly. This requirement is applicable to headquarters of the state agency and its main public line as designated by the director or head of the agency, but is not applicable to telephone lines dedicated as hotlines for emergency services, lines dedicated exclusively to providing general information, and any system that is designed to permit an individual to conduct a complete transaction with a state agency over the telephone solely by pressing one or more touch-tone telephone keys.

The bill would provide a definition of headquarters to mean the chief executive office of the agency designated by the director or head of the agency as its main office. The bill would also provide a definition of "main public line", to mean the line designated by the chief executive officer as the main public line.

IMPLEMENTATION CONCERNS

Implementing this bill would not impact the department programs or operations.

LEGISLATIVE STAFF CONTACT

Legislative Analyst
Deborah Barrett
(916) 845-4301

deborah.barrett@ftb.ca.gov

Revenue Manager
Rebecca Schlusser
(916) 845-5986

rebecca.schlusser@ftb.ca.gov

Legislative Director
Brian Putler
(916) 845-6333

brian.putler@ftb.ca.gov